

## ABSTRACT OF THE INVENTION

An integrated reliability and financial planning system. The system uses contemporary and historical information on product warranty events, shipments and installed base to determine expected events over time. Based upon the expected event rate and warranty structure, the warranty cost for a product is predicted over the warranty life of the product. The resources required for service and support of the product are determined, and accruals and de-accruals for warranty expenses are planned for automatically. The system also provides for the examination of alternative scenarios to determine the impact of warranty structural changes and event rate changes.